

ATTENTION:
GENERAL MANAGER ☐ PARTS MANAGER ☐
CLAIMS PERSONNEL ☐ SERVICE MANAGER ☐
IMPORTANT - All Service Personnel Should Read and Initial



10001351
SUBARU



SERVICE BULLETIN

APPLICABILITY: 1999MY~2003MY Legacy, Forester,
Impreza and Baja Vehicles

NUMBER: 12-78-03
DATE: 03/21/2003

SUBJECT: Floor Mat Hook Repair

INTRODUCTION

In the event you encounter a customer complaint of the floor mat hook becoming loose or pulling through the carpet, the following repair method should be followed in lieu of replacing the entire carpet assembly.

PARTS INFORMATION

DESCRIPTION	PART NUMBER
Carpet Mat Clip	95033FC050
Washer/Lock Tab	512300171

REPAIR PROCEDURE

- 1) Remove the trunk/fuel door release lever cover if equipped. On models without this cover, remove the door sill trim.
- 2) Working on the underside of the carpet, use a small flat blade screwdriver to release the lock on the floor mat hook and extend the collapsible portion to avoid further tearing/elongation of the carpet.
- 3) Note the orientation then carefully remove the old floor mat hook and discard it.
- 4) Insert the new floor mat hook (part # 95033FC050) through the carpet.

continued...



**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD
RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.



- 5) Install the washer/lock tab (part # 512300171) on the underside of the carpet with the "tang" pointing upward and aligned with the base of the floor mat hook as shown in figure 1 below. (Note: The carpet has been omitted from the photo in order to show detail.)
- 6) Using a pair of pliers with its jaws protected, compress the collapsible portion of the floor mat hook, ensuring that the lock is engaged. (See figure 2 below.)

Refit the carpet and reinstall all trim in the reverse order of removal.



FIGURE 1



FIGURE 2

WARRANTY LABOR TIME INFORMATION

LABOR DESCRIPTION	LABOR OPERATION	LABOR TIME	FAIL CODE
Floor Mat Hook	A 910-001	0.2 hours	Y6v 01, 05, 23, 29